

Job Description



Job title:	Lead Worker (Intensive Case Management)
Department:	Client Services
Reporting to:	As per local structure chart
Salary:	£36,358 (regions) or £41,167 (London) per annum (FTE)
Hours:	As per local arrangements
Location:	Based in relevant Skylight
Contract type:	Permanent

Core purpose

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As a member of the Intensive Case Management Team, you will be the lead worker for people who need significant support to end their homelessness. Having survived significant trauma, people coming to this team may be struggling to cope with overwhelming emotional and psychological distress. Many will have been excluded from other services. The people you support will have enormous strength and resilience whilst perhaps finding relationships particularly difficult. Your role will be to draw on those strengths and work to coordinate the support that each person needs both inside Crisis and beyond.
- The key to success will be your ability, as part of the Crisis team, to make collaborative, consistent and persistent relationships with each person

Aim and influence

- Deliver high quality support that enables members with multiple needs (including mental and physical health, substance misuse difficulties, multiple exclusion and social isolation) to access and engage with the help they need, supporting them to develop their plans and achieve their goals and to ultimately leave homelessness for good
- Advocate for members and lead on access to appropriate external organisations to ensure appropriate, timely support to help end their homelessness



- Co-ordinate support and ensure effective communications with external agencies and the member
- Ensure the delivery of psychologically informed services that:
 - promote member engagement and maximise inclusion and safety;
 - support wellbeing and the development of resilience and interpersonal skills;
 - are person centred and help people recognise and build on their strengths;
 - motivate people and encourage them to identify and work through the changes they need and want to make and supporting them to recognise their progress;
 - provide routes into appropriate learning and skills opportunities and ensure that members have access to the community-based specialist services and support they need
 - recognise the prevalence of, and impact of adversity and trauma on a person, understanding that individuals have all too often been disempowered, disconnected and excluded, and are careful not to repeat this.
 - recognise the value of compassion and connection in creating safety
- Support the delivery of Member Involvement within the Skylight
- Lead Work a caseload and provide effective case management in line with the Crisis agreed Crisis Case Management Approach.

Financial and supervisory responsibility

- Guidance and support to colleagues and volunteers to contribute to the development of skills and experience in the team.
- Delegated responsibility for the processing of a variety of financial transactions.

Other key details

- 35 hours per week, some evening and weekend work may be required.



- Travel may be required across the UK for meetings
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

Organisational chart

Please refer to local structure chart.

Key accountabilities

- Be responsible for the supporting a number of Crisis members with multiple needs including mental, physical health and substance misuse difficulties, a history of multiple exclusion and social isolation, and who require an intensive case management approach.
- Advocacy for members to ensure they are engaged with, or continue to receive services from, other specialist services – including community based and mainstream services they need to help them achieve their goals.
- Liaise with partner organisations as necessary including meetings with other professionals concerning members and ensure that safeguarding concerns are appropriately reported.
- Be responsible for the health and safety and safeguarding of members, staff and volunteers, in line with Crisis Policies, as part of the Skylight team.
- Ensure that the intensive case management service contribute to ensuring that member involvement is fully integrated into the work of the Skylight.
- Ensure volunteering is a positive experience at the Skylight

Contribution to the team and organisation

- Support team members, including volunteers, in their work by sharing your knowledge and skills and working collaboratively and constructively together in the interests of members.
- Supervision of volunteers where required
- Participate positively in team meetings and group work sharing ideas and respecting your colleagues' contributions to build and sustain an inclusive team.



- Be part of a transparent team environment that is open to learning from mistakes and welcomes learning through continuous improvement.
- Contribute to the delivery of an impactful Crisis at Christmas service

Monitoring and quality

- Adhere to monitoring, case recording, outcome reviews and quality and audit systems. Ensure that accurate data is captured on the Case Management System and that there is good and appropriately responsive communication.
- Awareness of quality standards, including the compliance and good governance of service provision.

Relationships and influence

- Develop and sustain positive operational partnerships that help ensure members are able to access appropriate services in their communities.
- Build and maintain excellent relationships with colleagues within the Skylight and other Crisis teams to ensure the delivery of a high-quality service as part of an integrated service offer that ends homelessness.
- Work effectively with emotional and relational issues, utilising support from Psychology, Management and Learning & Development to do so (e.g. supervision, training, reflective practice).
- Work reflectively, developing an awareness of your own and others' relational styles and responses, and any judgements, biases or assumptions that may impact upon your work.

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness



- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Have worked within a relevant sector e.g. homelessness, mental health, drug and alcohol treatment, criminal justice, modern day slavery.

2. Knowledge and experience of coaching methodology ability which supports individuals within socially excluded and disadvantaged groups through a process of strengths based personal change. The applicant should hold or be willing to work towards a coaching qualification
3. Excellent knowledge of relevant housing, homelessness, social care, and welfare legislation.
4. In-depth awareness and understanding of the barriers to engagement and participation experienced by people facing homelessness and other forms of social exclusion and an understanding of how these might be overcome.
5. An understanding of psychologically informed approaches when working with people who have experienced complex trauma and marginalised individuals
6. Able to effectively manage own workload, including a varied caseload, with excellent organisational skills and the ability to manage conflicting priorities, exercise judgment under pressure and balance competing demands
7. Ability to work on own initiative and seek support and advice where appropriate
8. A commitment to teamwork and able to operate as part of a multi-disciplinary team
9. Excellent advocacy and partnership skills to improve access to services for clients.
10. Understanding of the importance of protecting an individual's personal and sensitive data when working with someone's information.
11. Excellent communication skills, spoken and written, including the ability to promote Crisis' services to a wide variety of audiences.
12. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
13. Commitment to Crisis' purpose and values
14. Commitment to equality, diversity and inclusion

